

# ***Human Services Elderly & Adult Services (4810)***

**Presented to House Finance Division III  
LOB Room 210, March 2017  
Maureen Ryan and Mary Calise**



# Agenda

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- ▶ **Overview of Activity 4810**
- ▶ **Key Programs / Services**
- ▶ **Population Served**
- ▶ **Delivery System**
- ▶ **Financial Summary**
- ▶ **Key Accomplishments**
- ▶ **Major Challenges**



## Overview – Agency 048 (4810)

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- ▶ The purpose of the services is to assist older adults, ages 60 and older and adults ages 18-59 with chronic illnesses and physical disabilities to maintain living independently in the community
- ▶ NH is currently recognized as the 2nd fastest growing oldest state in the country. It is projected that the volume of individuals needing to access services and supports will be increasing and will impact the state's aging services network
- ▶ ServiceLink is the formal point of entry in the State's LTSS (Long-Term Services & Supports) system and is used by individuals who find themselves confronted with needing guidance and decision support regarding their LTSS options



# Types of Clients and Services

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## Elderly and Adult Services

### Major Program Areas

#### Administration on Aging (Title III)

**Clients served:** Adults ages 60 and older who are not on Medicaid, who demonstrate need for a service and are in greatest social or economic need.

**Services include:** Home-delivered and congregate meals, transportation, family caregiver supports, Medicare counseling, home health services, adult day services and several prevention programs

#### Social Services Block Grant (Title XX)

**Clients served:** Adults ages 60 and older, and adults between the ages of 18-59 with a chronic illness and/or physical disability who are not on Medicaid. Clients must demonstrate need for a service and must have a monthly income of no more than \$1,218.00.

**Services include:** Home-delivered meals, home health services and adult day services

#### ServiceLink Resource Centers

**Clients served:** People of all ages, disabilities and income levels

**Services include:** Information Referral and Assistance, Person-Centered Options counseling, NH Family Caregiver Program, State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), Veteran Directed Home & Community Based Service



# Caseloads – Unduplicated Clients

Year *	Admin on Aging (Title III)	SSBG (Title XX)	ServiceLink
2012	29,205	6,394	27,453
2013	27,786	6,422	26,997
2014	29,079	6,368	29,133
2015	29,016	6,200	29,186
2016	31,075	6,363	30,883
2017	29,029 (in process)	5,343 (in process)	31,990 (in process)

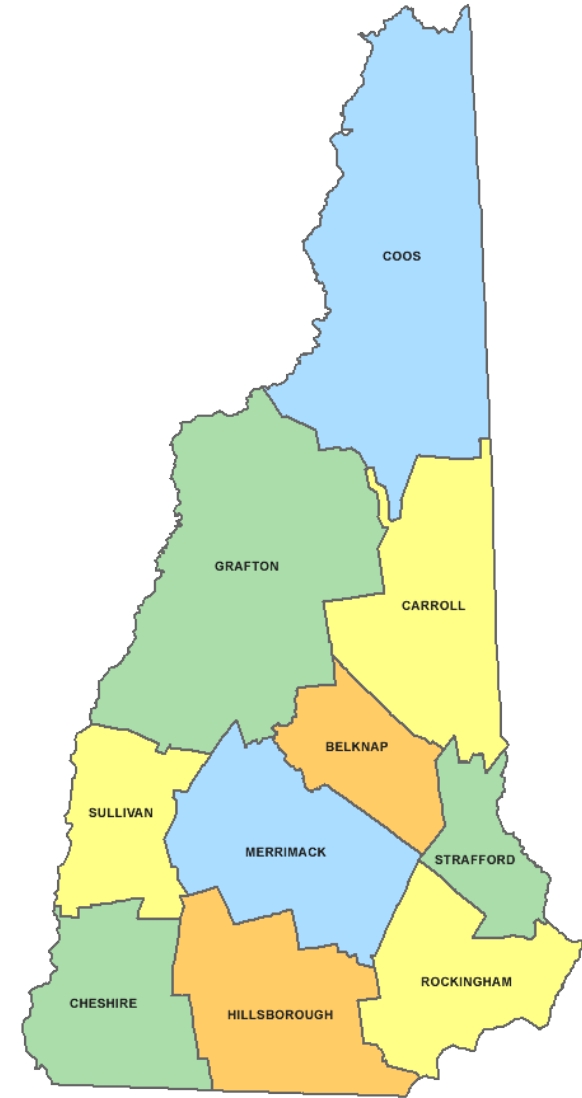
\* Dates are State Fiscal Years (SFY 2017 is through 7 months)



# Delivery System

County	# of Providers	Type of Provider
<b>Belknap</b>	1 EAS Provider * 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Carroll</b>	4 EAS Providers 1 ServiceLink	EAS Providers
<b>Cheshire</b>	2 EAS Providers 1 ServiceLink	EAS Providers
<b>Coos</b>	4 EAS Providers 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Grafton</b>	2 EAS Providers 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Hillsborough</b>	5 EAS Providers 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Merrimack</b>	2 EAS Providers 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Rockingham</b>	4 EAS Providers 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Strafford</b>	3 EAS Providers 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Sullivan</b>	2 EAS Providers 1 ServiceLink	EAS Providers ServiceLink Resource Center
<b>Statewide</b>	2 EAS Providers	EAS Providers

\* Elderly & Adult Services (EAS) Providers support the following services: Home-delivered and congregate meals, transportation, caregiver supports, Medicare counseling, home health services, adult day services, chronic disease self-management and several other prevention programs. *Providers' catchment areas can overlap county borders.*

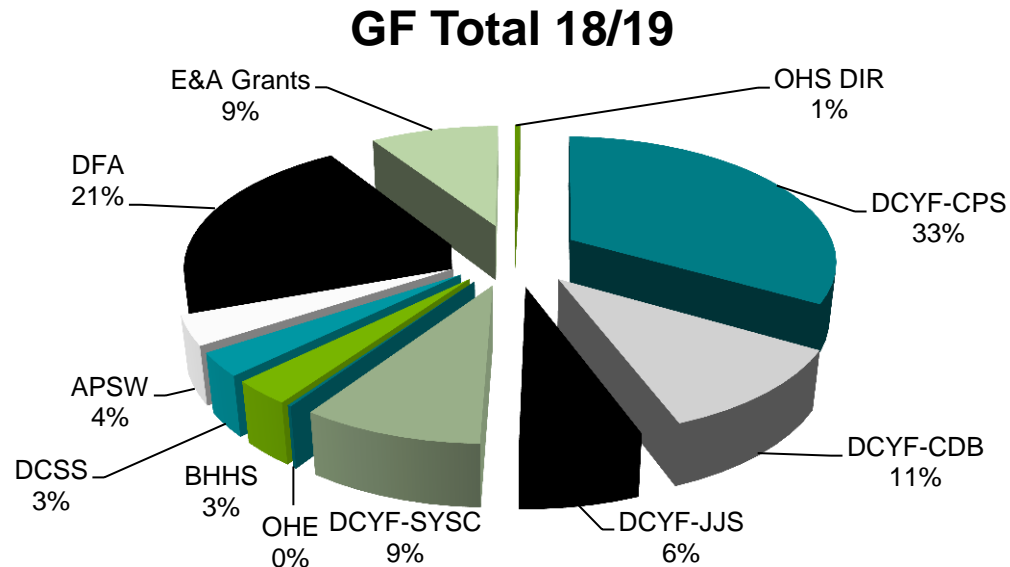


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# Major Spend – General Funds – Office of Human Services

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Total	SFY 16 Actual	SFY 17 Adjusted Authorized	SFY 18 Agency Request	SFY 18 Governor's Budget	SFY 19 Agency Request	SFY 19 Governor's Budget
Total Funds	\$240.1	\$260.9	\$281.6	\$287.1	\$283.7	\$289.3
General Funds	\$123.2	\$127.2	\$130.8	\$131.7	\$132.2	\$133.3
BEAS GF	\$11.2	\$12.3	\$12.6	\$12.2	\$12.7	\$12.2
<i>Amounts in millions</i>						



## Staffing – Office of Human Services

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# FTE 16-17	# FTE 18-19 Funded	# FTE 18-19 Unfunded	# FTE 18-19 Totals	%		Activity
	11	1	12	1.3%	4200	OHS Director
322	380	12	392	41.8%	4210	DCYF - Child Protection
10	10	0	10	1.1%	4211	DCYF - Child Development
111	108	1	109	11.6%	4214	DCYF - Juvenile Justice Services
143	123	18	141	15.0%	4215	DCYF - Sununu Youth Service Center
8	10	0	10	1.1%	4220	Office of Minority Health & Refugee Affairs
6	5	0	5	0.5%	4230	Bureau of Homeless and Housing
155	133	7	140	14.9%	4270	Division of Child Support Services
66	62	0	62	6.6%	4280	Adult Protective Services
52	46	0	46	4.9%	4500	Division of Family Assistance
9	9	1	10	1.1%	4810	Elderly and Adult Grants





# Key Accomplishments

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Improving Staff Competencies

Partnership with the Veterans  
Administration

ServiceLink is the full-access partner for  
NH's No Wrong Door System, NHCarePath



# Major Challenges

**NH's rapidly aging demographics – NH is now second fastest growing older population state in the US**

**Impact on workforce due to agencies closing or consolidating; rates paid do not increase despite increasing costs to provide services**

**Limited opportunities for additional federal funding to support increasing needs for services**

